



Our Reminder System

In Sickness and in Health

At LCFMP, we're committed to helping you stay on top of your important health checks — for example repeat scans, immunisations, and other planned follow-ups both routine and clinically important.

Here's how our reminder system works:

These reminders are here to help you stay healthy. If you've received one, please get in touch to book your follow-up appointment.

1. SMS Reminders

You'll receive an SMS reminder (via Medi2Apps) on the day your check-up or follow-up is due.

This is the first step — please call the practice or book online for an appointment

Our reminders are an important part of your ongoing care — please contact us to schedule your follow-up appointment.

If you've received a reminder, it means a follow-up is due — please reach out to our team to arrange your appointment.

We will make 3 attempts to contact you for follow-up of a scheduled reminder.

Our Recall System

In Sickness and in Health

Important Information About Your Test Results and Follow-Up

At LCFMP, we are committed to ensuring the best care by following up on all test results that require further attention.

What is a Recall?

Pathology results, imaging results, or specialist letters that require follow-up are known as recalls.

If follow-up is needed, you will be contacted to book an appointment with your doctor to discuss the results.

If You Receive an SMS From Us

If you receive a message asking you to come in and discuss your results, please contact the clinic as soon as possible to book your appointment or book online by following the link.

This is important for:

- Reviewing your results
 - Discussing any necessary treatment
 - Ensuring continuity of your care
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Normal Results

If your test results are normal, you will not be recalled.

However, if your symptoms continue or your concern remains, we encourage you to book a follow-up appointment, as further investigation may still be necessary.

Questions or concerns?

Our team is here to help — please speak to our reception staff.